

Resale of Transmission Service

Version ~~4~~5

Effective Date: ~~04/26/10~~05/06/11

The purpose of this Resale of Transmission Business Practice is to explain the requirements to complete a resale of transmission ~~service. The~~ service. The Resale of Transmission Service Business Practice addresses the assignment of only the scheduling rights associated with a Transmission Service reservation to another entity.

Note: The OATI system screenshots included in this document are proprietary and not to be used outside the context of this document. Do not distribute without specific authorization from OATI.

General Criteria

1. Resale¹s convey only transmission scheduling rights associated with PTP service.
 - a. OATT section 2.2 Renewal rights are not conveyed in a Resale.
 - b. OATT section 17.7 Deferral rights are not conveyed in a Resale.
2. All Resales must be posted on BPA Transmission Services' OASIS.
 - a. See Attachment A below for OASIS Resale procedures.
 - b. See Attachment B below for OASIS TransAssign procedures.
3. Resales must include the price and the price unit entered must be in dollars per megawatt-hour (\$/MW-HOUR RESERVED). Do not use the "Get Price" button, as it will not populate with the correct price unit.
4. BPA Transmission Services will not modify PTP Transmission Service Agreements (TSA) to reflect Resales.

¹A Resale is a TSR which, when CONFIRMED, conveys scheduling rights associated with all or a portion of a reservation for firm PTP Transmission Service from a Reseller to an Assignee. There are two westTTrans OASIS options to transact a Resale: OASIS Resale: The posting of scheduling rights offered for sale on OASIS to the open market (an open auction conducted on OASIS). TransAssign: The posting of a Resale conducted off OASIS, with a pre-selected buyer (an OASIS notice of a private sale conducted off OASIS).

5. Should a curtailment be necessary, the remaining portion, if any, of the Reseller²'s reservation and the Assignee³'s Resale reservation will be curtailed independently.

6. Reseller Criteria

- a. A Reseller may post a Resale of any of the following reservations:
- b. Long-Term Firm (LTF) PTP
 - i. LTF-YEARLY PTP
 - ii. LTF-CF7 PTP
- c. Short-Term Firm (STF) PTP
 - i. STF-Monthly PTP
 - ii. STF-Weekly PTP
 - iii. STF-Daily PTP
- d. Hourly Firm PTP (F-HOURLY PTP)
- e. Multiple reservations may be aggregated into a single Resale reservation.
 - i. Resale reservations that are less than one year in duration must have the same Points-of-Delivery (POD) and Point-of-Receipt (POR).
 - ii. Resale reservations that are one year or longer in duration must have the same Source and Sink.

7. Assignee Criteria

- a. The Assignee will be subject to all terms and conditions of BPA Transmission Services' OATT, Rate Schedules, and business practices.
- b. The Assignee may resell its scheduling rights through a subsequent Resale.
- c. The Assignee may Redirect its scheduling rights through a subsequent Redirect.

²The Customer that holds PTP Transmission Service rights and assigns all or a portion of the rights and obligations to the Assignee.

³An Eligible Customer with an executed Point-to-Point (PTP) Transmission Service Agreement (TSA) that receives PTP Transmission Service rights and obligations from a Reseller either through a Resale or an OASIS Transfer.

- d. The Assignee's designation for Operating Reserves provider and Real Power Loss provider will apply to the Resale.

Billing

1. The following table describes who BPA Transmission Services will bill for all Resales regardless of the product type resold or the duration of the Resale:

Charge	Billed To
Firm PTP Transmission Capacity	Reseller
Scheduling, System Control, and Dispatch Service	Reseller
Reactive Supply and Voltage Control Services	Reseller
Operating Reserve -- Spinning and Supplemental Services	Assignee
Real Power Losses Services	Assignee
Any Penalty	Assignee
Regulation and Frequency Response Services	Assignee's Load
Energy Imbalance	Assignee's Load

2. The Reseller remains liable for the performance of all obligations under its PTP TSA, including payment due date, and correcting the Assignee's billing payment deficiencies.
- If the Assignee fails to pay its bill on time, BPA Transmission Services will notify the Reseller within 10 calendar days of the payment due date.
 - The Reseller must pay BPA Transmission Services in full within 30 calendar days from receipt of the notice of failure to pay by the Assignee.

Pricing of Resale Transactions

Section 23.1 of BPA's Open Access Transmission Tariff (OATT) limits the price of a resale transaction to the higher of:

- the original rate of transmission service paid by the Reseller,

- (ii) the BPA's maximum transmission service rate on file at the time of the resale, or
- (iii) Reseller's opportunity cost capped at BPA's cost of transmission system expansion.

BPA's current cost of system expansion is estimated to be \$27.48/MWh. BPA will review its cost of system expansion coincident with BPA's transmission rate cases and will revise this Business Practice if it determines that cost has changed. Any revision to the cost of expansion will apply only to resale transactions entered into after such revision.

Attachment A - OASIS Resale⁴ Procedures

Note: The OATI system screenshots included in this document are proprietary and not to be used outside the context of this document. Do not distribute without specific authorization from OATI.

1. To post all or a portion of a reservation for sale on OASIS to the open market (Reseller action):
2. Log into OASIS.
3. Click the wesTTrans logo. The wesTTrans OASIS homepage will display.
4. Click the Select Provider button. Select BPAT. The BPA Transmission Services' OASIS homepage will display.
5. Click the Reservations button. The Reservation Summary Screen will display.
6. Click the AREF for the reservation from which the offering posting is to be made. (Reservations must be in CONFIRMED status and any applicable conditional window closed to be eligible for Resale). The Transmission Reservation Detail screen will display.
7. Click the Post for Resale button. The New Transmission Resale Posting screen will appear. This is the screen used to define a transmission offering "advertisement". The blue portion of the screen provides a basic description of the original reservation. This portion of the screen should not be changed. The yellow portion of the screen describes how long the offering "advertisement" is to be posted. The green section of the screen

⁴The posting of scheduling rights offered for sale on OASIS to the open market (i.e., an open auction conducted on OASIS).

displays the information regarding the offer. The white section of the screen displays the information regarding the reservation from which capacity is to be offered for the related AREF. Check that the default information for Capacity, Start Time, and Stop Time match in the green and white portions of the screen.

The screenshot shows the 'New Transmission Resale Posting' form. It is divided into four color-coded sections:

- Blue portion:** The header area containing the title 'New Transmission Resale Posting' and buttons for 'Submit' and 'Close'.
- Yellow portion:** The 'Offer' section, containing fields for 'Offer Start Time' (Year, Mon, Day, H, TZ), 'Offer Stop Time' (Year, Mon, Day, H, TZ), and 'Seller Comments'.
- Green portion:** The 'Reservation' section, containing fields for 'Service' (STF-MONTHLY/PT), 'Capacity' (50), 'Offer Price', and 'Start Time' (Year, Mon, Day, H, TZ). It also includes 'Add Row', 'Remove Row', and 'Resegment' buttons.
- White portion:** The 'Related Ref' section, containing fields for 'Related Ref' (69788293), 'Capacity' (50), 'Start Time' (Year, Mon, Day, H, TZ), and 'Stop Time' (Year, Mon, Day, H, TZ). It also includes 'Add Row' and 'Remove Row' buttons.

8. In the yellow section, modify the Offer Start Time and the Offer Stop time to reflect the period of time desired for the offer "advertisement" posting to be displayed.
9. Enter your offer price (in \$/MW-HOUR RESERVED) in the Offer Price box.
10. To post the entire reservation for sale: Click on the Submit button to post the offering. (Note that if the green and white portions of the New Transmission Resale Posting screen do not match, an error will be generated.)
11. To create a posting to offer a portion of the reservation for sale: Modify the offer Start Time and offer Stop Time Year, Month, Day, Hour (H) and Time Zone (TZ) to reflect the commencement and termination dates/times for the transmission offer to be made. Note that the default for these entries will be that of the original reservation from which the posting is being made. Pay particular attention to the TZ. Make these modifications in both the green and white portions of the screen.

New Transmission Resale Posting

Step 9: Submit

Step 7: Offer Start Time

Step 8: Offer Price

Step 10: Add Row

Provider	BPAT	Offer Start Time	Year	Mon	Day	H	TZ
Path		Offer Stop Time	Year	Mon	Day	H	TZ
POR	JOHNDAY		2007	02	21	18	PS
Interface Type			2007	02	21	19	PS
Anc Svc Req							

Service	Capacity	Offer Price	Start Time	Stop Time	
STF-MONTHLY PTP	50		Year Mon Day H TZ	Year Mon Day H TZ	
			2007 02 23 00 PS	2007 03 22 23 PS	
			2007 02 23 00 PS	2007 03 22 23 PS	
			2007 02 23 00 PS	2007 03 22 23 PS	

Related Ref	Capacity	Start Time	Stop Time	
63788293	50	Year Mon Day H TZ	Year Mon Day H TZ	
		2007 02 23 00 PS	2007 03 22 23 PS	
		2007 02 23 00 PS	2007 03 22 23 PS	
		2007 02 23 00 PS	2007 03 22 23 PS	

12. To make multiple offerings from a single reservation: Click on the Add Row button in both the green and white portions of the screen. Then enter the information for each of the transmission offerings to be made. The offer price in each row may differ. (Again, note that the information for the corresponding rows in the green and white portions of the screen must match.) Do not change the Service in the green (offer) section regardless of the increment of transmission to be posted for sale.

New Transmission Resale Posting

Step 14: Submit

Step 11: Add Row

Step 12: Offer Price

Step 13: Capacity

Provider	BPAT	Offer Start Time	Year	Mon	Day	H	TZ
Path		Offer Stop Time	Year	Mon	Day	H	TZ
POR	JOHNDAY		2007	02	21	18	PS
Interface Type			2007	02	21	19	PS
Anc Svc Req							

Service	Capacity	Offer Price	Start Time	Stop Time	
STF-MONTHLY PTP	50		Year Mon Day H TZ	Year Mon Day H TZ	
			2007 02 23 00 PS	2007 03 22 23 PS	
			2007 02 23 00 PS	2007 03 22 23 PS	
			2007 02 23 00 PS	2007 03 22 23 PS	

Related Ref	Capacity	Start Time	Stop Time	
63788293	50	Year Mon Day H TZ	Year Mon Day H TZ	
		2007 02 23 00 PS	2007 03 22 23 PS	
		2007 02 23 00 PS	2007 03 22 23 PS	
		2007 02 23 00 PS	2007 03 22 23 PS	

13. Enter the capacity to be offered into the white Capacity field. If multiple offerings are being made from one reservation, the capacity entered in each row may differ, but in any one time

increment cannot sum up to more than the MW of the original reservation from which the posting is being made.

14. In the white section (regarding the reservation from which the capacity is to be offered for sale), note that when multiple rows are being used to make multiple offerings, an alternate AREF may be entered in the Related Ref field as long as that reservation has the same characteristics (POR, POD, and Service type) as the other reservation from which the Resale posting is being made.
15. Click the Submit Button. A dialog box will display the message Transmission Resale Offering Number(s) XXXXXXXX (,XXXXXXX) has/have been entered. This is the posting number for the transmission service offering advertisement. Write it down to make it easier to access the offer posting in the future.
16. Click OK. The Transmission Resale Offering Summary screen will display. To view the Resale posting detail, click on the Posting Ref number. The Transmission Resale offering screen will display the details of the posting.
17. To remove the posting for an offering of transmission service (Reseller action):
 - a. Access the Transmission Resale Offering Summary screen. Click the Posting Ref number. The Transmission Resale Offering Screen will display. In the yellow section, change the Start and Stop times to be prior to the current date and click on the Submit button. The posting will no longer be displayed.

Transmission Resale Offering

Step 16

343855003		Path		JOHNDAY	
BPAT		POR		COB	
APSE		POD		COB	
Duns 01212121		Interface		0	
Offer Start Time	2007-02-22 08:00 PS	Start Time	2007-03-23 00:00:00 PS		
Offer Stop Time	2007-02-22 09:00 PS	Stop Time	2007-04-22 23:00:00 PS		
Ceiling Price	0.057	Capacity	25		
Price Units	\$/KWDAY	Available Capacity	25		
Offer Price		Offer Price			

Transmission Service:					
Increment	Class	Type	Period	Window	Subclass
MONTHLY	FIRM	POINT_TO_POINT	FULL_PERIOD	EXTENDED	

Anc Svc Req	
Sale Ref	12345
Nerc Curtailment Priority	7
Service Description	MONTHLY, FIRM, POINT_TO_POINT, FULL_PERIOD, EXTENDED
Other Curtailment Priority	
Seller Comments	
Last Updated	2007-02-22 08:29:25

Seller:	
Name	APSE1
Phone	
Fax	
E-mail	

18. To find capacity available for Resale, enter the Transmission Resale Offering Summary screen (Assignee action):
- Login to OASIS.
 - Click the westTTrans logo. The westTTrans OASIS homepage will display.
 - Click the Select Provider button. Select BPAT. BPA Transmission Services' OASIS homepage will display.
 - Click the Offerings button. The Transmission Resale Offering screen will display. Fill out the drop-down boxes to select the criteria for filtering the postings for the transmission sale offerings as desired. An entry of "All" will work for each of the drop-down boxes except the Time Fields and the Ref field.

ONTI Reservations Sys Data Offerings Resale Reductions Data Company Home Help Logout APSE1 02-22 14:47 PST
 Ancillary Offerings Security Deals Schedules Notices User Bulletin Options Auction APSE QA/MS Admin

Transmission Offering Summary for: BPAT

TP: BPAT Incr: ALL Peri: ALL POR: ALL Path: ALL
 Sell: ALL Class: ALL Win: ALL POD: ALL Daylight Savings: Show Active Data ☒
 Ref: Type: ALL Sub: ALL Time: Active Today forward: Enter

User Range Columns Hourly Summary Save Query
 Spreadsheet Download CSV Upload CSV

Selected time range: 2007-02-22 00:00 PS to 2009-12-31 23:59 PS

Select filter criteria and click on Enter button

Step 21

- e. Click the Enter button. The Transmission Resale Offering Summary screen will display.
- f. After identifying a transmission sale offering of interest, click on the Posting Ref number of that posting. The Transmission Offering screen will display providing the complete offer profile. To make an offer on that posting, Click the Create TSR button.

Transmission Offering

Create TSR Submit Prev Time Next Time Audit Close

PostingRef: 317330057 Path: JOHNDAY
 Provider: BPAT POR: COB
 Seller: APSE POD: COB
 Duns: 121212121 Interface: 0

Offer Start Time: Year Mon Day H M TZ 2007 02 22 14 00 PS
 Offer Stop Time: Year Mon Day H M TZ 2007 02 22 15 00 PS
 Ceiling Price: 0.057 Start Time: Year Mon Day H M TZ 2007 03 23 00 00 PS
 Price Units: \$KWDAY Stop Time: Year Mon Day H M TZ 2007 04 22 23 00 PS
 Capacity: 25
 Offer Price:

Transmission Service:

Increment	Class	Type	Period	Window	Subclass
MONTHLY	FIRM	POINT_TO_POINT	FULL_PERIOD	EXTENDED	

Anc Svc Req:
 Sale Ref: 12345
 Nerc Curtailment Priority: 7 Other Curtailment Priority:
 Service Description: MONTHLY, FIRM, POINT_TO_POINT, FULL_PERIOD, EXTENDED
 Seller Comments:
 Last Updated: 2007-02-22 14:33:34 PS

Seller:

Name: APSE1
 Phone:
 Fax:
 E-mail:

Submit Close

Step 22

19. To submit an offer to purchase capacity available on a Resale posting (Assignee action):
 - a. Enter your BPAT contract number in the Sale Ref field.

- b. Enter your bid price (in \$/MW_HOUR RESERVED) in the Price field.
 - c. To purchase a portion of the transmission offering, modify the dates/times as desired.
 - d. If you wish to submit the TSR Pre-confirmed, check the Pre-confirmed box.
 - e. Click the Create TSR button. The TSR Entry Submission screen will display. Verify that the information contained in the screen describes the desired purchase.
 - f. Click Submit TSR button. The TSR number will appear in the TSR Summary screen. Record the TSR number for future reference.
 - g. Click OK.
 - h. Click the Reservation button. The Reservation Summary screen will display indicating the status of the TSR.
20. To accept an offer on a Resale posting (Reseller action):
- a. Click the Reservation button. The Reservation Summary Screen will display.
 - b. Click the AREF number to view the offer. The Transmission Reservation Detail screen will appear (shown below).
 - c. Click the ACCEPTED button located at the bottom of the screen shown below. A dialog box will display asking "Are you sure you want to do this operation? You will not be able to undo this operation."
 - d. Click OK. The Reservation Summary screen will display showing the status of the TSR.

Transmission Reservation Detail 69788487 QUEUED

Seller	Source Sink	POR POD	Request Type	Start	Stop	MW Req	MW Grant	Bid Price	Offer Price	Ceiling Price	Price Unit
APSE		JOHNDAY COB	RESALE	2007-03-23 00:00 PS	2007-04-22 23:00 PS	25		0.057		0.057	\$/KWDAY

Path:

Service Code	Increment	Class	Type	Period	Window	Subclass
STF-MONTHLY PTP	MONTHLY	FIRM	POINT_TO_POINT	FULL_PERIOD	EXTENDED	

Preconfirmed: No Competing: No Negotiated: No Nerc Priority: 7 Affiliate: No

Reservation Profile

Start Date	Stop Date	MW Req	MW Grant	MWH	Bid Price	Offer Price
2007-03-23 00:00 PS	2007-04-22 23:00 PS	25		18575.00	0.057	

Profile Total: 18575.00

Comments		Times		References	
Status		Queued	2007-02-22 15:20:04 PS	Deal	
Seller		Updated	2007-02-22 15:20:04 PS	Sale	
Provider		Response		Posting	317330057
Customer				Request Reassigned	69788319
Impacted	0			Seller	
				Related	

Step 33

Status Notification

Customer: APSE		Seller: APSE	
Name	APSE1	Name	
Phone		Phone	
Fax		Fax	
E-mail		E-mail	

21. To view the Resale, click on the AREF number. The Status should either be "ACCEPTED" or "CONFIRMED" depending on whether the purchaser Pre-confirmed the transaction.
22. When the transaction is CONFIRMED, the impact on the reservation from which transmission was resold may be viewed by opening the Reservation Summary screen. The impact counter will have been incremented by one. In the reservation profile graph, the resold portion(s) of the reservation will display in red. Click on MW Granted or the impact counter to view the reservation data, including the Resale, in a table format.
23. To confirm a purchase of an offering (if Pre-confirmed was not checked when the TSR was submitted), go to the Reservation Summary screen (Assignee action):
 - a. Click the AREF. The Transmission Reservation Detail screen will display.

- b. Click the CONFIRMED button at the bottom of the screen.

Attachment B - OASIS TransAssign⁵ Procedures

Note: The OATI system screenshots included in this document are proprietary and not to be used outside the context of this document. Do not distribute without specific authorization from OATI.

1. To post the sale of all or a portion of a reservation to a pre-selected buyer (Reseller action): Access OASIS
2. Click the AREF number to be assigned. Make a note of the AREF for future use in the assignment process.
3. Click the TransAssign button. The Reservation Entry Form screen containing the reservation information for the selected AREF will display. (Note there are several ways to process through the steps of a TransAssign on OASIS. The steps below describe only one way to do it.)
4. Click the Customer drop-down menu and select the 4 character NERC code of the Assignee.

The screenshot shows the 'Reservation Entry Form' with various fields and buttons. Numbered steps are indicated by callouts:

- Step 4:** Points to the 'Customer' dropdown menu.
- Step 5:** Points to the 'Add/Edit Reassign' button.
- Step 6:** Points to the 'Start' date/time field.
- Step 7:** Points to the 'Stop' date/time field.
- Step 8:** Points to the 'Status' dropdown menu.
- Step 9:** Points to the 'MW' (Midnight) checkbox.
- Step 10:** Points to the 'Preconfirmed' checkbox.

Other visible fields include: Seller, Source, POR, POD, Service, Request Type, Bid Price, Posting Ref, Sale Ref, Deal Ref, Request Ref, Related Ref, Comment, and Status Notification.

5. If the assignment is for a portion of the term of the reservation, modify the start and stop dates/times to reflect the term of the reservation to be assigned. No modification to these dates/times is needed to assign the entire reservation.

⁵The posting of a Resale conducted off OASIS with a pre-selected buyer (i.e., an OASIS notice of a private sale conducted off OASIS).

6. If the Service type is modified from that auto-populated to match the Parent reservation, the automation will not allow the posting of the assignment.
7. Enter the price (in \$/MW-HOUR RESERVED) in the Bid Price box. Do not use the "Get Price" button, as it will not populate with the correct price unit.
8. Unless the Assignee needs to select CONFIRMED status for the assigned reservation, check the Pre-confirmed box and change the Status to CONFIRMED.
9. If the assignment is for a portion of the MWs of the reservation, modify the MW field to reflect the MWs of the reservation to be assigned.
10. If the Assignee wants to use the blanket functionality during scheduling, the Reseller must enter the Assignee's 5-digit contract number into the Sale Ref field at the time it creates the transmission reservation. If this step is not taken, the Sale Ref will still contain the Reseller's AREF.
11. If the Reseller does not enter the Assignee's 5-digit contract number in the Sale Ref field, the Assignee must provide the AREF number on the e-Tag.
12. If the TransAssign reservation is ANNULLED or DISPLACED, the Reseller's contract number will be re-linked to the assigned capacity.
13. Click the Add/Edit Reassign button. The Reassigned Transmission Reservation Profile screen will display.

Reassigned Transmission Reservation Profile

Reassigned Ref	Reassigned Capacity	Reassigned Start Time	Reassigned Stop Time
69784995	10	03/02/2007 00:00 PS	04/01/2007 00:00 PS

Submit Add Row Del Row Close

Step 14

14. Click the Reassigned Ref drop-down menu (shown above). A drop-down list will display containing all of the Reseller's reservations with the same profile. Select the AREF of the reservation from which the assignment is being made.

15. Click the Submit button. A dialog box will display with the message, "Reassignment added to new TSR."
16. Click OK. The Reservation Entry Form will display again with the Reassigned Transmission Reservation Profile displayed at the bottom left of the screen. The Reseller may wish to check that the start/stop dates and times and MWs reassigned are the same as those in the Reassigned Transmission Reservation Profile.
17. Click Enter TSR button. The TSR Entry Submission screen will display. A message will appear at the top of the screen stating: "Price Units are in \$/MW-HOUR reserved".
18. Check the assignment information. If the information displayed is not correct, click the Back button to return to the Reservation Entry Form and make the appropriate corrections. If the information displayed is correct, click the Submit button. The TSR number will appear in the TSR Summary screen. Click OK.
19. To verify that the assignment was implemented on OASIS, the Reseller may click on the AREF from which the assignment was made. The Transmission Reservation Detail screen will display. There are three ways to verify the assignment:
 - a. Examine the Impact portion of the screen. The number showing will be incremented by one for each impacting action.
 - b. Click MW Granted. A table will display showing the details of the reservation, including the assignment information.
 - c. Examine the reservation profile graph. The assigned portion of the reservation will be displayed in red while the remainder of the reservation will be displayed in blue.
20. If the Assignee wants to verify the assignment, enter OASIS and access the AREF for the assigned reservation and review its attributes.

Additional Information

Policy Reference

- [OATT](#): Section 23

Related Business Practices

- [New Customer Application Process](#)

- [Redirects](#)
- [Scheduling Transmission Service](#)
- [OASIS Transfer of Transmission Service](#)
- [Requesting Transmission Service](#)

Version History

Version 5	05/06/11 Version 5 adds a new section Pricing of Resales Transactions and provides an estimated BPA cost of transmission expansion (\$27.48/MWh). This will provide a cap to the price of resales transactions.
Version 4	04/26/10 Version 4 includes modifications to step 28 of Attachment A and step 18 of Attachment B. Both steps were updated to reflect that the TSR number is now found in the TSR Summary screen. A dialogue box showing the TSR number is no longer available.
Version 3	04/09/10 Version 3 includes modification to step 3.6.2 – 3.6.2.2 to incorporate the Notice on Restriction on Long-Term Firm Resales which was posted on OASIS February 25, 2010.
Version 2	12/01/09 The following business practice is not being posted for customer comment. This version is updated to reflect changes as a result of the elimination of sheltering. It will be reposted on the Business Practices web page prior to December 1, 2009.
Version 1	04/03/09 Transmission Services has replaced the Assignment of Transmission Service Business Practice with two separate business practices: 1) Resale of Transmission Service 2) Transfer of Transmission Service The purpose of this separation is to clarify the distinction between a Resale (i.e., the assignment of only scheduling rights associated with a Transmission Service reservation to another entity) and a Transfer (i.e., the assignment of all rights associated with a Transmission Service reservation to another entity). These new Business Practices have incorporated CBPI Bulletins 17 and 36.

Out for Comment/Redline/Response to Customer Comments

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